

**CLAIMS**

I claim:

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1. A method for processing a received call, comprising:

routing the received call to an agent;

detecting a change of mode event;

receiving at least one call description voice command from said agent; and

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storing at least one activity code associated with said at least one call description voice command in a data record associated with said received call, wherein said at least one activity code describes said received call.

2. The method of claim 1, wherein said change of mode event comprises a termination of  
15 said received call.

3. The method of claim 1, wherein said change of mode event comprises detection of a signal from a manual interface mechanism on a telephone headset associated with said agent.

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4. The method of claim 1, further comprising detecting said change of mode event prior to termination of said received call.

5. The method of claim 4, further comprising:

entering, responsive to said change of mode event, a muted command mode in which at least one of said call description voice commands are received from said agent,  
5 and wherein said call description voice commands are not audible to a caller of said call.

6. The method of claim 1, wherein said activity code indicates that a sale occurred during said call.

10 7. The method if claim 1, wherein said activity code indicates an identity of a calling party involved in said call.

8. The method of claim 1, further comprising:

receiving an agent status voice command from said agent; and  
15 changing an internal status of said agent responsive to said agent status voice command, wherein said internal status determines at least in part the availability of said agent to receive calls.

9. The method of claim 8, wherein said agent status voice command indicates that said  
20 agent is logging off the system, and further comprising logging said agent off the system in response to said agent status voice command.

10. The method of claim 8, wherein said agent status voice command indicates that said agent is temporarily unavailable to receive calls, and further comprising making said agent temporarily unavailable to receive calls in response to said agent status command.

5 11. The method of claim 8, wherein said agent status voice command indicates that said agent is available to receive calls, and further comprising making said agent available to receive calls in response to said agent status command.

12. The method of claim 1, further comprising generating at least one report describing a plurality of received calls, wherein said report is based at least in part on said data record associated with said received call, and wherein said report reflects said activity code.

13. A system for processing a received call, comprising:

call receiving logic operable to route the received call to an agent; and

15 voice recognition logic operable to

detect a change of mode event,

receive at least one call description voice command from said agent, and

store at least one activity code associated with said at least one call

description voice command in a data record associated with said received call,

20 wherein said at least one activity code describes said received call.

14. The system of claim 13, wherein said change of mode event comprises a termination of said received call.

15. The system of claim 13, wherein said change of mode event comprises detection of a  
5 signal from a manual interface mechanism on a telephone headset associated with said agent.

16. The system of claim 13, wherein said voice recognition logic is further operable to detect said change of mode event prior to termination of said received call.

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17. The system of claim 16, wherein said voice recognition logic is further operable to enter, responsive to said change of mode event, a muted command mode in which at least one of said call description voice commands are received from said agent, and wherein said call description voice commands are not audible to a caller of said call.

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18. The system of claim 13, wherein said activity code indicates that a sale occurred during said call.

19. The system of claim 13, wherein said activity code indicates an identity of a calling  
20 party involved in said call.

20. The system of claim 13, wherein said voice recognition logic is further operable to:

receive an agent status voice command from said agent; and  
change an internal status of said agent responsive to said agent status voice command, wherein said internal status determines at least in part the availability of said agent to receive calls.

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21. The system of claim 20, wherein said agent status voice command indicates that said agent is logging off the system, and wherein said voice recognition logic is further operable to log said agent off in response to said agent status voice command.

10 22. The system of claim 20, wherein said agent status voice command indicates that said agent is temporarily unavailable to receive calls, and wherein said voice recognition logic is further operable to make said agent temporarily unavailable to receive calls in response to said agent status voice command.

15 23. The system of claim 20, wherein said agent status voice command indicates that said agent is available to receive calls, and wherein said voice recognition logic is further operable to make said agent available to receive calls in response to said agent status voice command.

20 24. The system of claim 13, further comprising report logic operable to generate at least one report describing a plurality of received calls, wherein said report is based at least in

part on said data record associated with said received call, and wherein said report reflects said activity code.

25. A system for processing a received call, comprising:

- 5        means for routing the received call to an agent;
- means for detecting a change of mode event;
- means for receiving at least one call description voice command from said agent;
- and
- means for storing at least one activity code associated with said at least one call
- 10    description voice command in a data record associated with said received call, wherein
- said at least one activity code describes said received call.